

WAREHOUSE LICENSING ON ICEGATE 2.0

USER MANUAL

Date : 18th November 2025

Table of Contents

1. Getting Started	4
2. Brief about User Manual	4
3. How to Start	5
4. Warehouse Licensing and/or MOOWR/MOOSWR Registration Process.	6
4.1 Fresh Registration Process.....	6
4.1.1 Select Warehouse Licensing Role.....	7
4.1.2 Enter GSTIN Number	7
4.1.3 Select Role Detail	8
4.1.4 Verification of User Details	8
4.1.5 Verification of Mobile Number.....	9
4.1.5.1 Verification of Email ID	10
4.1.6 Generation of Reference ID.....	11
4.1.7 Process for Role Registration	12
4.1.7.1 Proceeding to Role Registration	12
4.1.7.2 Role Registration Form	13
4.1.7.2.1 For Existing Warehouse User.....	16
4.1.7.2.2 For Applying a New Warehouse.....	21
4.1.7.3 Form Submission	29

4.2	Continue using Reference ID	29
4.2.1	Verification of Reference ID	30
4.2.2	Verification of Details using Mobile Number	31
4.2.3	Verification of Details using Email-ID	32
5.	Track Query Status and Reply	33
6.	Digi Locker Validation in the Warehouse Licensing Module.	37
7.	Contact Us.....	38

1. Getting Started

Welcome to the user manual of ICEGATE 2.0 '**Warehouse Licensing**' & **MOOWR (Manufacturing and Other Operations in Warehouse Regulations) / MOOSWR (Manufacturing and Other Operations in Special Warehouse Regulations) Registration** functionality. The manual offers a detailed account of all the features incorporated in the functionality and explains the steps involved in completing the processes regarding 'Warehouse Licensing and Registration for MOOWR/MOOSWR' on ICEGATE 2.0.

2. Brief about User Manual

(a) Purpose:

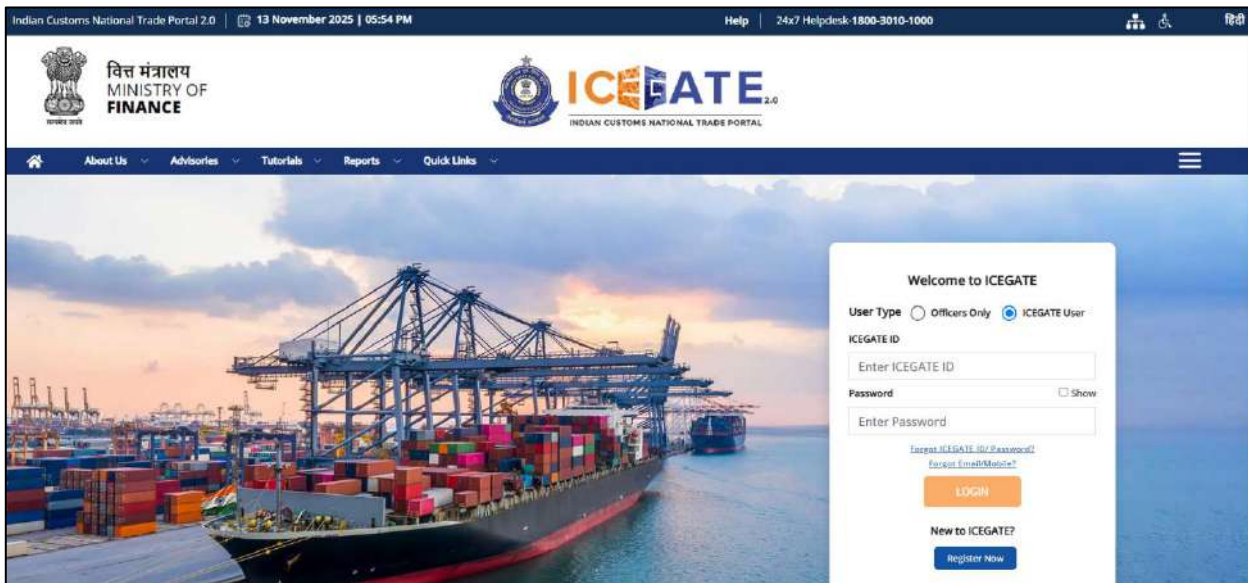
The user manual is designed to provide step by step illustration of all the steps that are involved in the Warehouse Licensing under section 57, 58, 58A & MOOWR/MOOSWR Registration under section 65.

(b) Intended Audience:

This user manual is intended for use by all the Warehouse Licensees users who wish to avail of Warehousing services of the ICEGATE portal.

3. How to Start

- (a) Please follow the steps enumerated for obtaining a new warehouse licensing and/or MOOWR/MOOSWR Registration on ICEGATE portal.



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Welcome to ICEGATE

User Type ☐ Officers Only ☒ ICEGATE User

ICEGATE ID
Enter ICEGATE ID

Password ☐ Show
Enter Password

[Forgot ICEGATE ID/Password?](#)
[Forgot Email/Mobile?](#)

LOGIN

New to ICEGATE?
Register Now

- (b) For Warehouse Licensing registrations, and/or MOOWR/MOOSWR Registration, click on the **<Register Now>** button outlined in red as shown in the screen below.



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Welcome to ICEGATE

User Type ☐ Officers Only ☒ ICEGATE User

ICEGATE ID
Enter ICEGATE ID

Password ☐ Show
Enter Password

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[Forgot Email/Mobile?](#)

LOGIN

New to ICEGATE?
Register Now

4. Warehouse Licensing and/or MOOWR/MOOSWR Registration Process

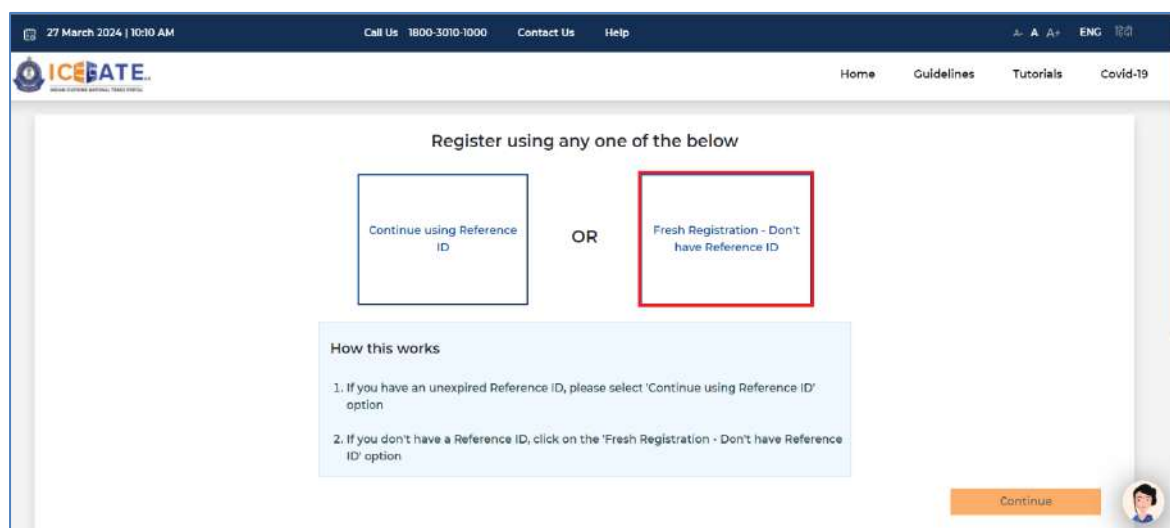
(a) The warehouse licensing application process has five key sections that are as follows:

- i. Role Selection
- ii. Verification of GSTIN Details
- iii. Verification of User Details
- iv. Verification of Mobile and Email address
- v. Filling and Submission of the Role Registration Form

(b) These sections are divided into simple steps and are explained below.

4.1 Fresh Registration Process

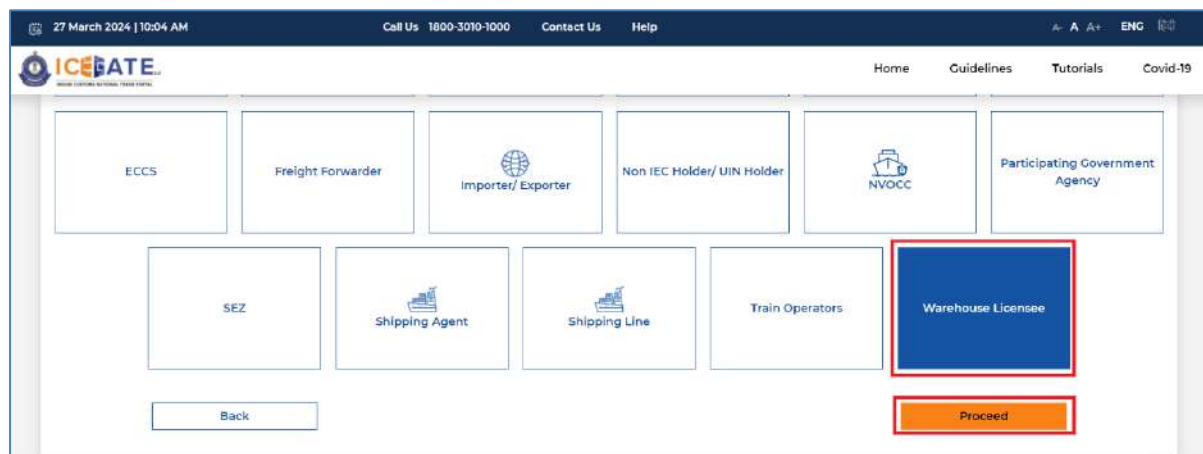
(a) For new/ fresh warehouse licence and/or MOOWR/MOOSWR Registration where Reference ID is not generated, the user should click on the '**Fresh Registration - Don't have Reference ID**' option.



The screenshot displays the ICEGATE registration interface. At the top, the header includes the date and time (27 March 2024 | 10:10 AM), contact information (Call Us: 1800-3010-1000), and navigation links (Contact Us, Help). The ICEGATE logo and tagline 'INDIAN CUSTOMS NATIONAL TRADE PORTAL' are on the left, while 'Home', 'Guidelines', 'Tutorials', and 'Covid-19' are on the right. The main content area is titled 'Register using any one of the below' and presents two options: 'Continue using Reference ID' and 'Fresh Registration - Don't have Reference ID'. The 'Fresh Registration' option is highlighted with a red border. Below these options, a section titled 'How this works' provides instructions: 1. If you have an unexpired Reference ID, please select 'Continue using Reference ID' option; 2. If you don't have a Reference ID, click on the 'Fresh Registration - Don't have Reference ID' option. An orange 'Continue' button and a user profile icon are located at the bottom right of the registration area.

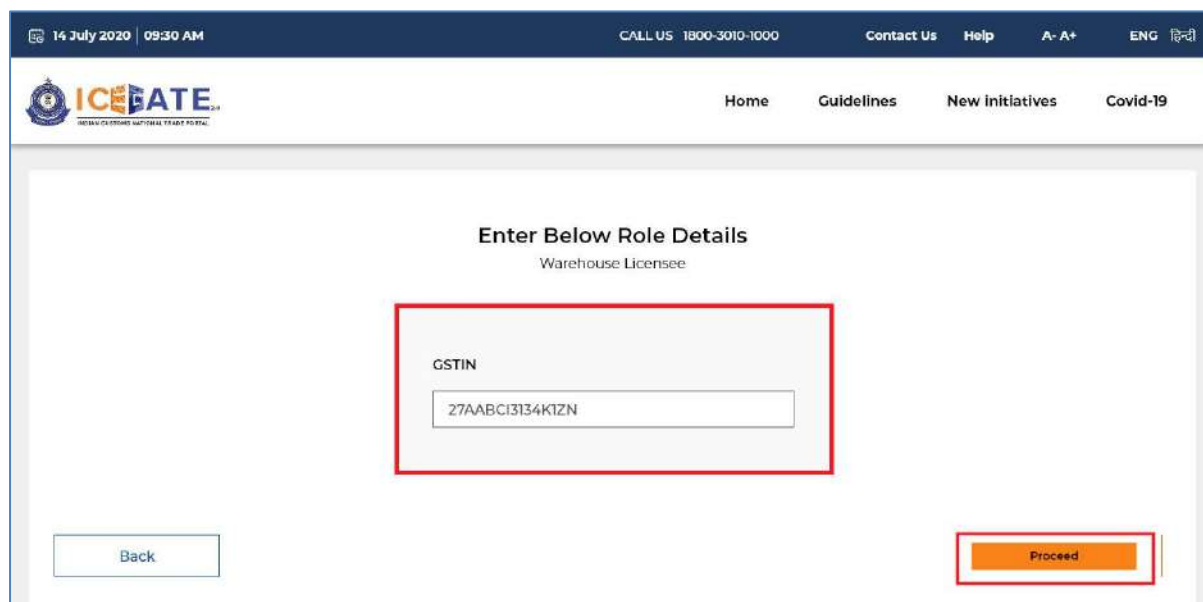
4.1.1 Select Warehouse Licensing Role

- (a) On clicking the <Continue> button, the system will display the set of options from which the user can select the requisite **Warehouse Licensee Role** and then he/she should click on the <Proceed> button.



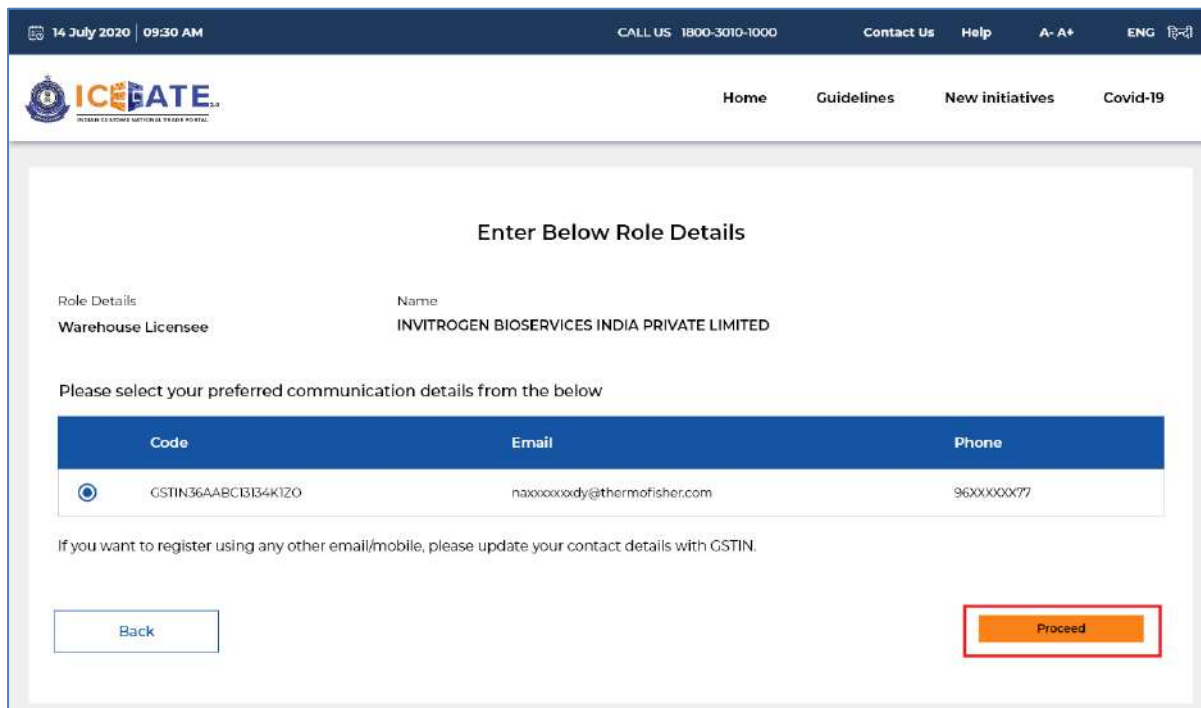
4.1.2 Enter GSTIN Number

- (a) Enter GSTIN number and click on the <Proceed> button. The user can go back to the previous page by clicking on the <Back> button.



4.1.3 Select Role Detail

- (a) On clicking <**Proceed**> button above, the system fetches the contact details available in GSTN records. The user will have to select the radio button and click on <**Proceed**> button. These contact details would be used for authenticating all the transactions and communications in ICEGATE.



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Enter Below Role Details

Role Details Name
 Warehouse Licensee INVITROGEN BIOSERVICES INDIA PRIVATE LIMITED

Please select your preferred communication details from the below

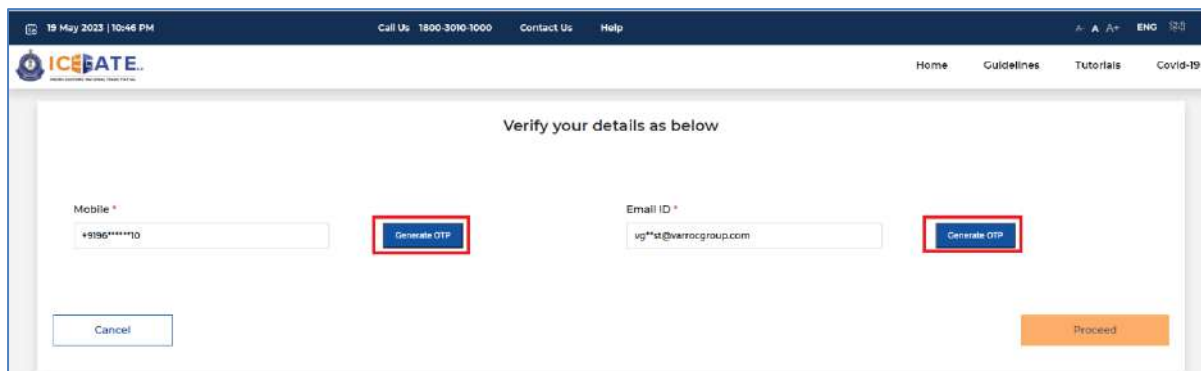
Code	Email	Phone
<input checked="" type="radio"/> GSTIN36AABC13B4K1Z0	naxxxxxxdy@thermofisher.com	96XXXXXX77

If you want to register using any other email/mobile, please update your contact details with GSTIN.

Back Proceed

4.1.4 Verification of User Details

- (a) On clicking the <**Proceed**> button, the system will display the following screen to verify the selected Phone Number and email ID.



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Verify your details as below

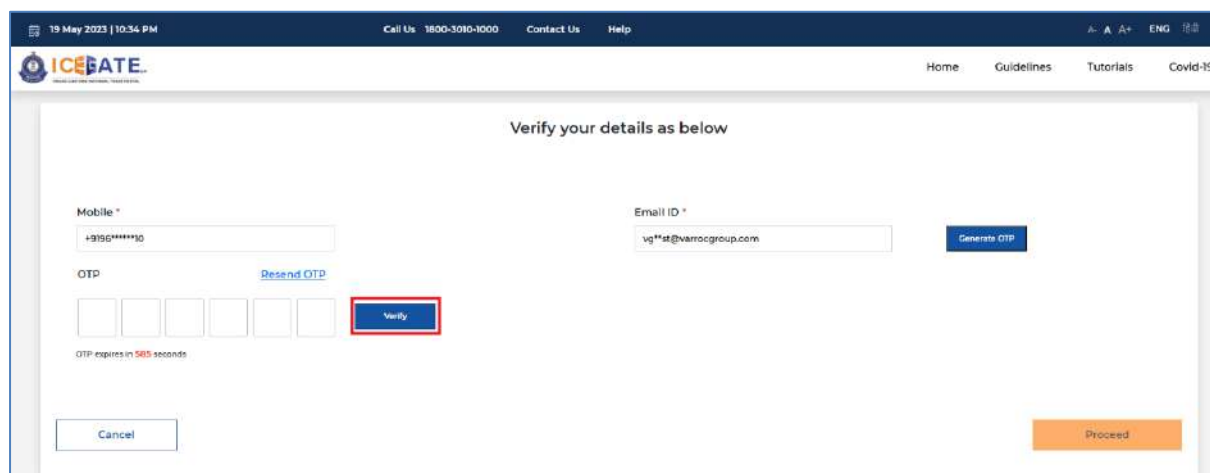
Mobile * Email ID *

+9196****110 Generate OTP ug**st@varrocgroup.com Generate OTP

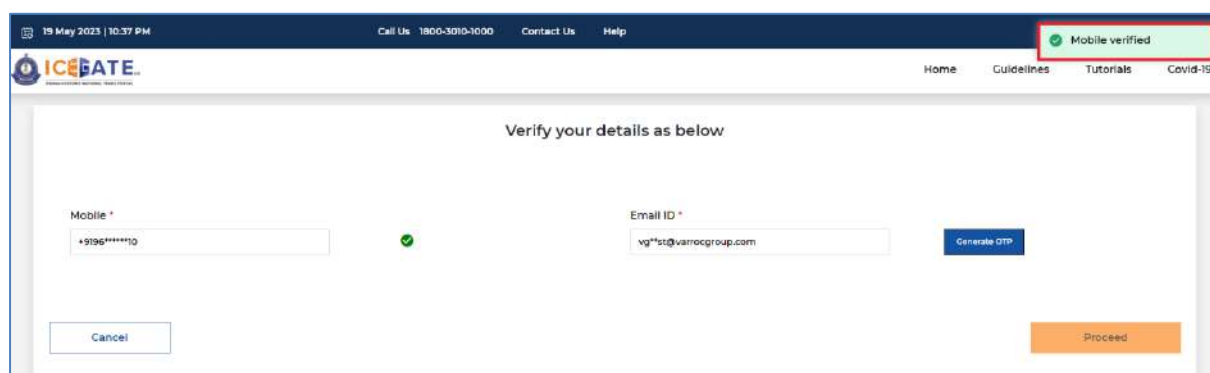
Cancel Proceed

4.1.5 Verification of Mobile Number

- (a) For authenticating the mobile number, the user should click on the **<Generate OTP>** button under the '**Mobile**' option. A six-digit OTP will be generated and sent to the user's mobile number.
- (b) If the OTP is invalid, an Error message will be displayed.
- (c) In case of not receiving the OTP verification code, click on **<Resend OTP>** as displayed in the screen below.
- (d) The user should validate the received OTP within a set interval of 600 seconds. Else, the OTP will expire.

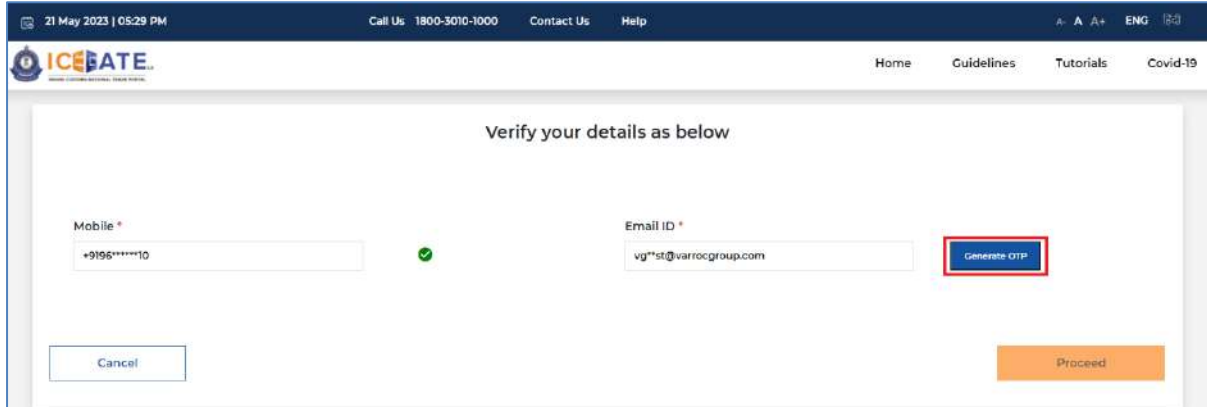


- (e) On successful verification of OTP, the system will display the message **"Mobile Verified"** on the screen and a check mark will appear next to the Mobile field.

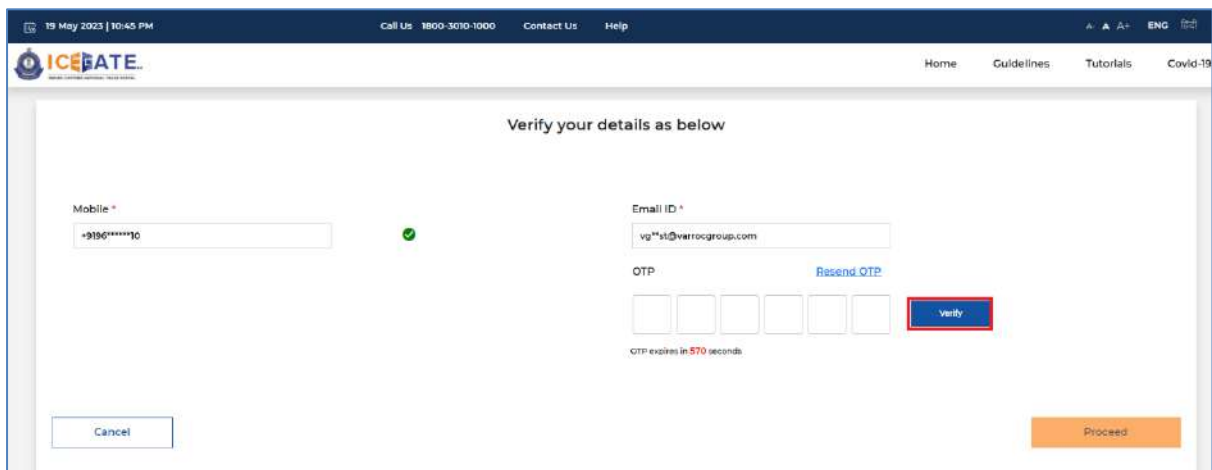


4.1.5.1 Verification of Email ID

- (a) Similarly, on clicking the **<Generate OTP>** button against the Email ID, a six-digit OTP would be generated and sent to the user's email address.



- (b) If the OTP is invalid, an error message would be displayed.
- (b) In case of not receiving the OTP verification code, the user should click on **<Resend OTP>** option as displayed in the screen below.
- (c) The user should validate the received OTP within a set interval of 600 seconds. Else, the OTP will expire.



- (d) On successful verification of OTP, the system will display the message **"Email Verified"** on the screen and a check mark will appear next to the Email field.

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✓ Email verified

Verify your details as below

Mobile * ✓

Email ID * ✓

(e) Click on the <**Proceed**> button.

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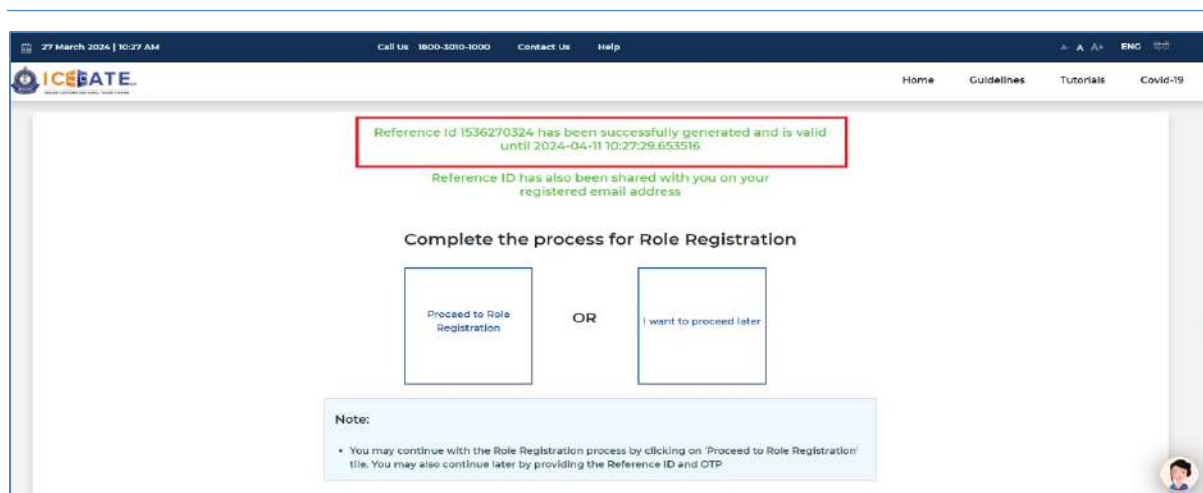
Verify your details as below

Mobile * ✓

Email ID * ✓

4.1.6 Generation of Reference ID

- (a) After OTP validation is completed, click on the <**Proceed**> button, the system will generate a **Reference ID** along with its expiry date (valid for 15 days).
- (b) In case the user does not complete the remaining steps within the expiry date, the process of generation of Reference ID will need to be performed again.
- (c) The system will send the generated Reference ID to the registered Email ID of the user.



4.1.7 Process for Role Registration

- (a) After completing the previous step, the users will have two options to complete the role registration process on ICEGATE -
- The user can continue with the Role Registration process by clicking on **'Proceed to Role Registration'** button.
 - The user can continue the role registration process later by clicking the **'I want to proceed later'** button.
- (b) Whenever the user needs to proceed with the process of registration, he/she will have to select the option **'Continue using Reference ID'** as shown in **para 7.2** of this advisory. The system will ask the Reference ID and authenticate the user using OTP on email/mobile.

4.1.7.1 Proceeding to Role Registration

- (a) To continue the process of role registration, the user needs to click on the **'Proceed to Role Registration'** option and the system will display the following screen

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Reference Id 1536270324 has been successfully generated and is valid until 2024-04-11 10:27:29.653516

Reference ID has also been shared with you on your registered email address

Complete the process for Role Registration

OR

Note:

- You may continue with the Role Registration process by clicking on 'Proceed to Role Registration' tile. You may also continue later by providing the Reference ID and OTP

4.1.7.2 Role Registration Form

(a) On selecting the above option, the system will display the role registration form to be filled by the user. The displayed form has six segments namely:

- i. Instructions
- ii. Part I (page 1)
- iii. Part I (page 2)
- iv. Part II (page 1)
- v. Part II (page 2)
- vi. Declaration

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Instructions:

- This application form is for new applicants applying for a license under section 57, section 58 or section 58A along with section 65 of the Customs Act, 1962
- A public bonded warehouse is strictly for warehousing of goods belonging to third parties. The applicant seeking a license for a public bonded warehouse shall declare that goods imported by him shall not be stored in the public bonded warehouse for which the application has been made.
- An applicant shall be eligible to obtain separate licenses for a private warehouse for storage of the goods imported by him, and a public bonded warehouse for storage of goods of third parties. There shall be no bar in a single site being securely partitioned and distinctly marked on a ground plan, for being licensed separately as public and private bonded warehouses.
- The applicant is required to fill up Parts I and II only. Part III, IV and V (where applicable) are for Official Use. All fields marked with asterisk (*) are compulsory
- The following documents (PDF) are required to be uploaded while filing the application:
 - Document showing constitution (Proprietorship, Partnership, Limited Liability Partnership etc.)
 - ID Proof of Proprietor, Partner, Director etc.
 - Property ownership/lease agreement/rent agreement
 - Ground plan, with clearly marked areas occupied by third parties (if applicable), access points for pedestrians, vehicles and all other access points including doors/windows
 - Fire Safety Audit Certificate
 - Solvency Certificate issued by a Scheduled Bank
 - Passport of Voter ID card of the applicant signing the declaration
- The following documents are also required to be uploaded, where applicable:
 - IEC (if any)
 - GSTIN (if any)
 - Central Excise Registration (if any)
 - Warehouse license (if previously issued)
 - Proposed operations (if applied under section 58A)
 - Clearances obtained from relevant authorities for storage of special cargo under any law

- (b) The user will have to provide the details of all mandatory fields (*) in both the Segments and upload necessary documents.

6. Digilocker verification for Aadhar Number of the Authorized Signatory *
☒ Not Verified

7. Constitution of business *
☒ (i) Proprietorship
☐ (ii) Partnership
☐ (iii) Limited Liability Partnership
☐ (iv) Registered Public Limited Company
☐ (v) Registered Private Limited Company
☐ (vi) Registered Trust
☐ (vii) Society/Cooperative society
☐ (viii) Others

7.2 Upload PDF document in respect of constitution * ⓘ
 Or Drop Your Files

8. Bank Account details:

(a) Name of the Bank *

(b) Branch of the Bank *


(c) Address of the Bank *

(d) Account No *

☒ (viii) Others

7.1 Specify the constitution, if serial no. (viii) has been selected *

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Role Based Registration

Instructions **Part I (Page 1)** Part I (Page 2) Part II (Page 1) Part II (Page 2) Declaration

Please provide details below

1. Name of Authorized signatory filing this application on behalf of the Applicant entity *

1.1 PAN No of Authorized Signatory *

2. Name of Entity *

2.1 PAN No Entity *

2.2 Please upload PDF copy of Letter of Authorization * ⓘ
 Or Drop your files
* File Size Limit is 1500KB only in PDF/ JPG

3. GSTIN *

4. Email ID *

5. Mobile Number *

As shown above, the user will fill details like: the Name of the authorized signatory, PAN, Name of entity, PAN of entity, upload copy of Letter of Authorization, mobile number etc.

(c) The user then fills the Click on **<Continue>** button.

9. Registered office of the applicant entity:

(a) Address line 1 *	(b) Address line 2
<input type="text" value="Enter Address line 1"/>	<input type="text" value="Enter Address line 2"/>
(c) State *	(d) Pin code *
<input type="text" value="--Select--"/>	<input type="text"/>
(e) Telephone *	(f) Fax
<input type="text" value="+91 * Enter Telephone No"/>	<input type="text" value="+91 * Enter Fax"/>
(g) Email *	(h) Website, if any
<input type="text" value="Enter Email"/>	<input type="text" value="Enter Website"/>

As shown in above screen shots, the user will fill mandatory fields like: the Address, telephone number, email ID and then press on **<Continue>** button.

Role-Based Registration

Instructions Part I (page 1) **Part II (page 2)** Part III (page 3) Part IV (page 4) Declaration

Please provide details below:

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any): (ii) Central Excise Registration No. (if any):

(iii) Upload PDF copy of CEI Regn:

(iv) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for? ☒ Existing Warehouse ☐ New Warehouse

Warehouse Type:

(b) Existing Warehouse Code: (c) Date of issue of license:

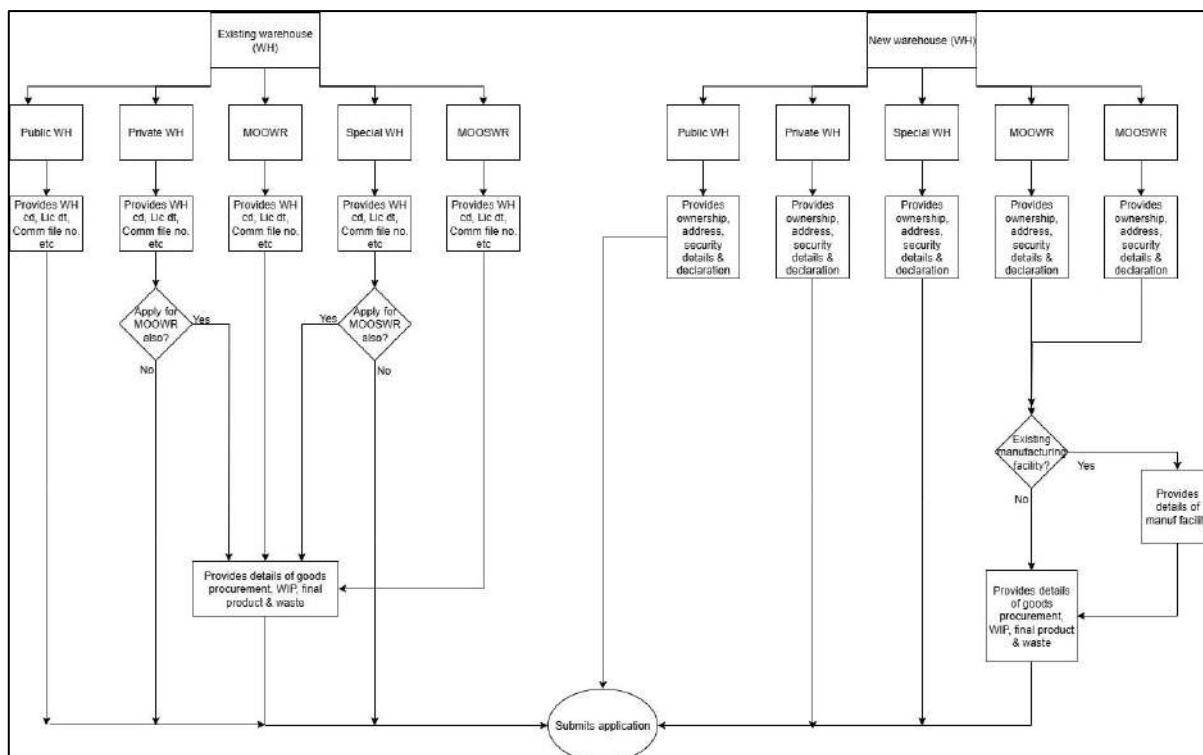
(d) Commissionerate File No: (e) Attach PDF copy of warehouse license:

(f) Whether the applicant entity is a Licensed Customs Broker? ☐ Yes ☒ No

(g) Whether the applicant entity is AEO? ☐ Yes ☒ No

In the above screen, the user has an option to decide for which type of warehouse does he wish to apply for the registration: for Existing warehouse or for a New warehouse.

To make the process easier to understand, please refer to the process diagram below. This process gives the user an easier and quicker way to understand the process difference.



4.1.7.2.1 For Existing Warehouse User

If the user has an existing warehouse code, the following options under the “Warehouse type” dropdown will be visible to the user. The user will be required to select the appropriate type of warehouse.

- (i) Existing Warehouse under Section 57 (Public Warehouse)
- (ii) Existing Warehouse under Section 58 (Private Warehouse)
- (iii) Existing Warehouse under Section 58A (Special Warehouse)
- (iv) Existing MOOWR under Section 58 and 65 (Existing MOOWR registration)
- (v) Existing MOOSWR under Section 58A and 65 (Existing MOOSWR registration)

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any) (ii) Central Excise Registration No. (if any)

Enter Code Enter Code:

(ii)(a) Upload PDF copy of CEx Regn. 1

[Attach](#) Or Drop Your Files

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?^{*}

☒ Existing Warehouse ☐ New Warehouse

(b) Existing Warehouse Code^{*} (c) Date of issue of license^{*}

Enter Warehouse Code 29-10-2025

(d) Commissionerate file No^{*} (e) Attach PDF copy of warehouse license^{*}

Enter File No [Attach](#) Or Drop Your Files

Warehouse Type ^{*}

- Existing Warehouse under Section 57 (Public Warehouse)
- Existing Warehouse under Section 57 (Public Warehouse)**
- Existing Warehouse under Section 58 (Private Warehouse)
- Existing Warehouse under Section 58A (Special Warehouse)
- Existing MOOWR under Section 58 and 65 (Existing MOOWR registration)
- Existing MOOSWR under Section 58A and 65 (Existing MOOSWR registration)

If the user selects the warehouse type '**Existing Warehouse under Section 58 (Private Warehouse)**' from the above dropdown, the system will enable an additional mandatory field prompting the user to confirm (Yes/No) whether they wish to apply for a fresh MOOWR or MOOSWR license under Section 65, or they do not wish to apply.

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any) (ii) Central Excise Registration No. (if any)

Enter Code Enter Code:

(ii)(a) Upload PDF copy of CEx Regn. 1

[Attach](#) Or Drop Your Files

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?^{*}

☒ Existing Warehouse ☐ New Warehouse

(b) Existing Warehouse Code^{*} (c) Date of issue of license^{*}

Enter Warehouse Code 29-10-2025

(d) Commissionerate file No^{*} (e) Attach PDF copy of warehouse license^{*}

Enter File No [Attach](#) Or Drop Your Files

Whether you want to apply for a fresh MOOWR or MOOSWR license under Section 65?^{*}

☒ Yes ☐ No

Warehouse Type ^{*}

Existing Warehouse under Section 58 (Private Warehouse)

When the user selects '**Yes**', the system will automatically choose the type of warehouse licence that the user wishes to apply i.e. option (d) 'MOOWR (Section 65)' at serial number 5 in Part II (page 1), and all other options will be disabled by default, as shown in the screen below

5. Type of warehouse license applied for^{*}

☐ (a) Public (Section 57) ☐ (b) Private (Section 58) ☐ (c) Special (Section 58A)

☒ (d) MOOWR (Section 65) ☐ (e) MOOSWR (Section 65)

Note: the user must fill all the mandatory details as highlighted by the asterisk (*) icon.

When the user selects 'No', then the user will move to the next step-

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any)
 Enter Code

(ii) Central Excise Registration No. (if any)
 Enter Code

(iii)(a) Upload PDF copy of CE Regn
 Attach Or Drop Your Files

(iii) Details of warehouse license issued, if any:
 (a) What kind of Warehouse do you want to apply for?
☒ Existing Warehouse ☐ New Warehouse

Warehouse Type *
 Existing Warehouse under Section 58 (Private Warehouse)

(b) Existing Warehouse Code*
 Enter Warehouse Code

(c) Date of issue of license*
 29-10-2025

(d) Commissionerate file No*
 Enter File No

(e) Attach PDF copy of warehouse license *
 Attach Or Drop Your Files

Whether you want to apply for a fresh MOOWR or MOOSWR license under Section 65? *
☐ Yes ☒ No

If the user selects the warehouse type 'Existing Warehouse under Section 58A (Special Warehouse)' from the dropdown, the system will enable an additional mandatory field prompting the user to confirm whether they wish to apply for a fresh MOOWR or MOOSWR license under Section 65, or they do not wish to apply.

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any)
 Enter Code

(ii) Central Excise Registration No. (if any)
 Enter Code

(iii)(a) Upload PDF copy of CE Regn
 Attach Or Drop Your Files

(iii) Details of warehouse license issued, if any:
 (a) What kind of Warehouse do you want to apply for?
☒ Existing Warehouse ☐ New Warehouse

Warehouse Type *
 Existing Warehouse under Section 58A (Special Warehouse)

(b) Existing Warehouse Code*
 Enter Warehouse Code

(c) Date of issue of license*
 29-10-2025

(d) Commissionerate file No*
 Enter File No

(e) Attach PDF copy of warehouse license *
 Attach Or Drop Your Files

Whether you want to apply for a fresh MOOWR or MOOSWR license under Section 65? *
☒ Yes ☐ No

When the user selects 'Yes', the system will automatically choose the type of warehouse license that the user wishes to apply i.e. option (e) 'MOOSWR (Section 65)' at serial number 5 in Part II (page 1), and all other options will be disabled by default, as shown in the screen below

5. Type of warehouse license applied for*


☐ (a) Public (Section 57) ☐ (b) Private (Section 58) ☐ (c) Special (Section 58A)

☐ (d) MOOWR (Section 65) ☒ (e) MOOSWR (Section 65)

When the user selects '**No**', then the user will move to the next step-

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any) (ii) Central Excise Registration No. (if any)


(ii)(a) Upload PDF copy of CEx Regn  **Attach** Or Drop Your Files

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?
☒ Existing Warehouse ☐ New Warehouse

Warehouse Type *
 Existing Warehouse under Section 58A (Special Warehouse)

(b) Existing Warehouse Code* (c) Date of issue of license*


(d) Commissionerate file No* (e) Attach PDF copy of warehouse license *  **Attach** Or Drop Your Files

Whether you want to apply for a fresh MOOWR or MOOSWR license under Section 65? *
☐ Yes ☒ **No**

When the user selects the highlighted option from the '**Warehouse Type**' dropdown, they will be able to apply any type of warehouse license, as displayed at serial number 5 in Part II (page 1) in the screen below

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any) (ii) Central Excise Registration No. (if any)


(ii)(a) Upload PDF copy of CEx Regn  **Attach** Or Drop Your Files

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?
☒ Existing Warehouse ☐ New Warehouse

Warehouse Type *
 Existing MOOWR under Section 58 and 65 (Existing MOOWR registration)

(b) Existing Warehouse Code* (c) Date of issue of license*

(d) Commissionerate file No* (e) Attach PDF copy of warehouse license *  **Attach** Or Drop Your Files

(iv) Whether the applicant entity is a Licensed Customs Broker?
☐ Yes ☐ No

11) Whether the applicant entity is AEO?

5. Type of warehouse license applied for*

☐ (a) Public (Section 57) ☐ (b) Private (Section 58) ☐ (c) Special (Section 58A)
☐ (d) MOOWR (Section 65) ☐ (e) MOOSWR (Section 65)

When the user selects the highlighted option from the **'Warehouse Type'** dropdown, they will be able to apply any type of warehouse license, as displayed at serial number 5 in Part II (page 1) in the screen below:

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any)
Enter Code

(ii) Central Excise Registration No. (if any)
Enter Code

(iii)(a) Upload PDF copy of CEx Regn
Attach Or Drop Your Files

(ii) Details of warehouse license issued, if any:
(a) What kind of Warehouse do you want to apply for?
☒ Existing Warehouse ☐ New Warehouse

Warehouse Type *
Existing MOOSWR under Section 58A and 65 (Existing MOOSWR registration)

(b) Existing Warehouse Code*
Enter Warehouse Code

(c) Date of issue of license*
29-10-2025

(d) Commissionerate file No*
Enter File No

(e) Attach PDF copy of warehouse license *
Attach Or Drop Your Files

(iv) Whether the applicant entity is a Licensed Customs Broker?
☐ Yes ☐ No

(v) Whether the applicant entity is AEO?

5. Type of warehouse license applied for*
☐ (a) Public (Section 57) ☐ (b) Private (Section 58) ☐ (c) Special (Section 58A)
☐ (d) MOOSWR (Section 65) ☐ (e) MOOSWR (Section 65)

The system will ask the user to enter the details - **'Exiting Warehouse Code'** **'Date of Issue of License'**, **'Commissionerate file number'**, and **'Upload PDF copy of the warehouse license'** (maximum file size allowed to upload is 1.5 MB). These details will be validated at ICEGATE.

10. Details of registrations (Please upload relevant PDF documents):

(i) Import Export Code (if any)
Enter Code

(ii) Central Excise Registration No. (if any)
Enter Code

(iii)(a) Upload PDF copy of CEx Regn
Attach Or Drop Your Files

(ii) Details of warehouse license issued, if any:
(a) What kind of Warehouse do you want to apply for?
☒ Existing Warehouse ☐ New Warehouse

Warehouse Type *
Existing MOOSWR under Section 58A and 65 (Existing MOOSWR registration)

(b) Existing Warehouse Code*
Enter Warehouse Code

(c) Date of issue of license*
29-10-2025

(d) Commissionerate file No*
Enter File No

(e) Attach PDF copy of warehouse license *
Attach Or Drop Your Files

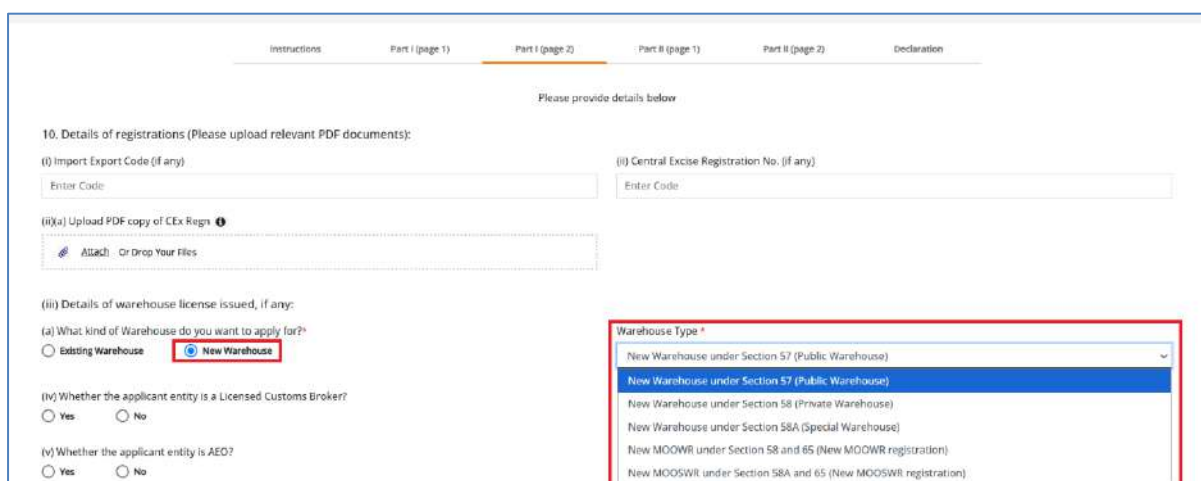
(iv) Whether the applicant entity is a Licensed Customs Broker?
☐ Yes ☐ No

(v) Whether the applicant entity is AEO?

4.1.7.2.2 For Applying a New Warehouse

If the user has a new warehouse code, the following options under the “Warehouse type” dropdown will be visible to the user as listed below. The user will be required to select the appropriate type of warehouse.

- (i) New Warehouse under Section 57 (Public Warehouse)
- (ii) New Warehouse under Section 58 (Private Warehouse)
- (iii) New Warehouse under Section 58A (Special Warehouse)
- (iv) New MOOWR under Section 58 and 65 (new MOOWR registration)
- (v) New MOOSWR under Section 58A and 65 (new MOOSWR registration)




When the user selects the highlighted option from the '**Warehouse Type**' dropdown, the system will automatically choose the type of warehouse license that the user wishes to apply i.e. option (d) '**MOOWR (Section 65)**' at serial number 5 in **Part II (page 1)**, and all other options will be disabled by default, as shown in the screen below

Instructions Part I (page 1) **Part I (page 2)** Part II (page 1) Part II (page 2) Declaration

Please provide details below

10. Details of registrations (Please upload relevant PDF documents):

(i) Import/Export Code (if any): (ii) Central Excise Registration No. (if any):

(ii)(a) Upload PDF copy of CEx Regn.  [Attach](#) Or Drop your Files:

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?*

☐ Existing Warehouse ☒ **New Warehouse**

(iv) Whether the applicant entity is a Licensed Customs Broker?

☐ Yes ☐ No

(v) Whether the applicant entity is AEO?

☐ Yes ☐ No

Warehouse Type *

New MOOWR under Section 58 and 65 (New MOOWR registration)

5. Type of warehouse license applied for*

☐ (a) Public (Section 57) ☐ (b) Private (Section 58) ☐ (c) Special (Section 58A)

☒ (d) MOOWR (Section 65) ☐ (e) MOOSWR (Section 65)


When the user selects the highlighted option from the '**Warehouse Type**' dropdown, the system will automatically choose the type of warehouse license that the user wishes to apply i.e. option (e) '**MOOSWR (Section 65)**' at serial number 5 in **Part II (page 1)**, and all other options will be disabled by default, as shown in the screen below

Instructions Part I (page 1) **Part I (page 2)** Part II (page 1) Part II (page 2) Declaration

Please provide details below

10. Details of registrations (Please upload relevant PDF documents):

(i) Import/Export Code (if any): (ii) Central Excise Registration No. (if any):

(ii)(a) Upload PDF copy of CEx Regn.  [Attach](#) Or Drop your Files:

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?*

☐ Existing Warehouse ☒ **New Warehouse**

(iv) Whether the applicant entity is a Licensed Customs Broker?

☐ Yes ☐ No

(v) Whether the applicant entity is AEO?

☐ Yes ☐ No

Warehouse Type *

New MOOWR under Section 58 and 65 (New MOOWR registration)

5. Type of warehouse license applied for*

☐ (a) Public (Section 57) ☐ (b) Private (Section 58) ☐ (c) Special (Section 58A)

☐ (d) MOOWR (Section 65) ☒ (e) **MOOSWR (Section 65)**

6. If the goods proposed to be stored are notified under section 58A, whether the applicant was previously engaged in supply of

* ☐ (a) Ship stores ☐ (b) Airline stores ☐ (c) Diplomatic stores ☐ (d) Stores for duty free shops

☐ (e) None

Afterwards, the system will prompt the user to select the appropriate option, as highlighted in the screens below.

- If the user selects the option “**Yes**”

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?*

☐ Existing Warehouse ☒ New Warehouse

Warehouse Type *

New Warehouse under Section 57 (Public Warehouse)

(iv) Whether the applicant entity is a Licensed Customs Broker?

☒ Yes ☐ No

(iv)(a) If yes, please provide details

Enter Details

(v) Whether the applicant entity is AEO?

☒ Yes ☐ No

(v)(a) If yes, please provide details

Enter Details

- If the user selects the option “No”

(iii) Details of warehouse license issued, if any:

(a) What kind of Warehouse do you want to apply for?*

☐ Existing Warehouse ☒ New Warehouse

Warehouse Type *

New Warehouse under Section 57 (Public Warehouse)

(iv) Whether the applicant entity is a Licensed Customs Broker?

☐ Yes ☒ No

(v) Whether the applicant entity is AEO?

☐ Yes ☒ No

(iv) Whether the applicant entity is a Licensed Customs Broker?

☒ Yes ☐ No

(iv)(a) If yes, please provide details

Enter Details

(v) Whether the applicant entity is AEO?

☒ Yes ☐ No

(v)(a) If yes, please provide details

Enter Details

The user will be required to fill in and complete the form details, which will be displayed in the screens below

11. Details of Proprietor/Partners/Directors etc. - 1

(i) Name *

Enter Name

(ii) Designation *

Enter Designation

(iii) Address line 1 *

Enter Address line 1


(iv) Address line 2

Enter Address line 2

(v) DIN (if applicable)

Enter DIN

11.1 Please upload PDF copies of ID proof ⓘ

 Attach Or Drop Your Files

12. Name & Designation of the Authorized Signatory:

(i) Name *

Enter Name


(ii) Designation *

Enter Designation

13.(i) Additional Details

Enter Additional Details

(ii) Details of existing manufacturing facilities in India and/or Overseas of the applicant firm and of each of its directors/partners/proprietor, as the case may be. ⓘ

 Attach Or Drop Your Files

[Back](#) [Validate and Save](#) [Continue](#)

As shown above, the user will fill in the details like Name, Designation, Address, and details of the Authorized signatory.

Please note that the boundaries of the warehouse, mentioned in point number 3 in the screen below, should be specified in either meter or feet.

27 March 2024 | 10:47 AM

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Help

ENG

ICEGATE

Home

Guidelines

Tutorials

Covid-19

Instructions

Part I (page 1)

Part I (page 2)

Part II (page 1)

Part II (page 2)

Declaration

Please provide details below

1. Address of the proposed site or building:

(a) Address line 1 *

Enter Address line 1

(b) Address line 2

Enter Address line 2

(c) State *

--Select--

(d) Pin code *

2. Port Code (Customer Port) *

--Select--

3. Boundaries of the warehouse:

(a) North *

Enter Details

(b) South *

Enter Details

(c) West *

Enter Details

(d) East *

Enter Details

4. Property holding rights of the applicant entity*

☒ (a) Owner

☐ (b) Lease/Rent

4.1 Upload supporting document (PDF) *

Attach

Or Drop Your Files

5. Type of warehouse license applied for*

☐ (a) Public (Section 57)

☐ (b) Private (Section 58)

☒ (c) Special (Section 58A)

☐ (d) MOOWR (Section 65)

☐ (e) MOOSWR (Section 65)

Note: Point 6 will only be displayed if the user selects the option (c) "Special (Section 58A)".

5. Type of warehouse license applied for*

☐ (a) Public (Section 57)

☐ (b) Private (Section 58)

☒ (c) Special (Section 58A)

☐ (d) MOOWR (Section 65)

☐ (e) MOOSWR (Section 65)

6. If the goods proposed to be stored are notified under section 58A, whether the applicant was previously engaged in supply of

☒ (a) Ship stores

☐ (b) Airline stores

☐ (c) Diplomatic stores

☐ (d) Stores for duty free shops

☐ (e) None

5. Type of warehouse license applied for*

☐ (a) Public (Section 57)

☐ (b) Private (Section 58)

☒ (c) Special (Section 58A)

☐ (d) MOOWR (Section 65)

☐ (e) MOOSWR (Section 65)

6. If the goods proposed to be stored are notified under section 58A, whether the applicant was previously engaged in supply of

☒ (a) Ship stores

☐ (b) Airline stores

☐ (c) Diplomatic stores

☐ (d) Stores for duty free shops

☐ (e) None

6.1 If yes, please give details *

Enter Details

Note: Point 6.2 will only be displayed if the user selects the option (c) "Special (Section 58A)" >> Option" (e) None".

<p>5. Type of warehouse license applied for*</p> <p> <input type="radio"/> (a) Public (Section 57) <input type="radio"/> (b) Private (Section 58) <input checked="" type="radio"/> (c) Special (Section 58A) <input type="radio"/> (d) MOOWR (Section 65) <input type="radio"/> (e) MOOSWR (Section 65) </p>	<p>6. If the goods proposed to be stored are notified under section 58A, whether the applicant was previously engaged in supply of</p> <p> <input type="radio"/> (a) Ship stores <input type="radio"/> (b) Airline stores <input type="radio"/> (c) Diplomatic stores <input type="radio"/> (d) Stores for duty free shops <input checked="" type="radio"/> (e) None </p>
<p>6.2 If no, please provide documents regarding proposed operations * ⓘ</p> <p> <input type="button" value="Attach"/> Or Drop Your Files </p>	
<p>For example:</p> <ol style="list-style-type: none"> 1. an applicant seeking a license for storage of goods to be supplied to a duty free shop may provide documents relating to his operation of a DFS at the airport or a contract allotted to the applicant by a port / airport; 2. an independent airline store operator provide documents of contract with airlines (this would not be necessary for an airline itself); 3. a ship store operator may provide supporting documents or contracts or requisitions from shipping lines or ships, as the case may be. 	

Note: Point 6.1 will only be displayed if the user selects the option (e) MOOSWR (Section 65) >> Option" (a) Ship stores".

<p>5. Type of warehouse license applied for*</p> <p> <input type="radio"/> (a) Public (Section 57) <input type="radio"/> (b) Private (Section 58) <input type="radio"/> (c) Special (Section 58A) <input type="radio"/> (d) MOOWR (Section 65) <input checked="" type="radio"/> (e) MOOSWR (Section 65) </p>	<p>6. If the goods proposed to be stored are notified under section 58A, whether the applicant was previously engaged in supply of</p> <p> <input checked="" type="radio"/> (a) Ship stores <input type="radio"/> (b) Airline stores <input type="radio"/> (c) Diplomatic stores <input type="radio"/> (d) Stores for duty free shops <input type="radio"/> (e) None </p>
<p>6.1 If yes, please give details *</p> <p>Enter Details</p>	

Note: Point 6.2 will only be displayed if the user selects the option (e) MOOSWR (Section 65) >> Option" (e) None".

<p>4. Property holding rights of the applicant entity*</p> <p> <input checked="" type="radio"/> (a) Owner <input type="radio"/> (b) Lease/Rent </p>	<p>4.1 Upload supporting document (PDF) * ⓘ</p> <p> <input type="button" value="Attach"/> Or Drop Your Files </p>
<p>5. Type of warehouse license applied for*</p> <p> <input type="radio"/> (a) Public (Section 57) <input type="radio"/> (b) Private (Section 58) <input type="radio"/> (c) Special (Section 58A) <input type="radio"/> (d) MOOWR (Section 65) <input checked="" type="radio"/> (e) MOOSWR (Section 65) </p>	<p>6. If the goods proposed to be stored are notified under section 58A, whether the applicant was previously engaged in supply of</p> <p> <input type="radio"/> (a) Ship stores <input type="radio"/> (b) Airline stores <input type="radio"/> (c) Diplomatic stores <input type="radio"/> (d) Stores for duty free shops <input checked="" type="radio"/> (e) None </p>
<p>6.2 If no, please provide documents regarding proposed operations * ⓘ</p> <p> <input type="button" value="Attach"/> Or Drop Your Files </p>	
<p>For example:</p> <ol style="list-style-type: none"> 1. an applicant seeking a license for storage of goods to be supplied to a duty free shop may provide documents relating to his operation of a DFS at the airport or a contract allotted to the applicant by a port / airport; 2. an independent airline store operator provide documents of contract with airlines (this would not be necessary for an airline itself); 3. a ship store operator may provide supporting documents or contracts or requisitions from shipping lines or ships, as the case may be. 	

Please note that the user must enter the item description in the provided box and input the 8-digit HSN classification code on the screen below

7 Goods proposed to be manufactured or other operations proposed to be carried out, in case of any change in the nature of operations subsequent to the grant of permission, the same shall be informed to the Jurisdictional Commissioner of Customs within 15 days. *

(i) Goods proposed to be imported - 1

[+ Add More](#)

(ii) Goods proposed to be domestically procured - 1

[+ Add More](#)

(iii) Intermediate Product - 1

[+ Add More](#)

(iv) Final Product - 1

[+ Add More](#)

(v) Waste and Scrap - 1

Publication Document Details

Publication Document ⓘ
[Attach](#) Or Drop Your Files

[+ Add More](#)

vi. supporting publication / document - 1

Publication Document Details

Publication Document ⓘ
[Attach](#) Or Drop Your Files

[+ Add More](#)

[Back](#) [Validate and Save](#) [Continue](#)

Instructions Part I (page 1) Part I (page 2) Part II (page 1) **Part II (page 2)** Declaration

Please provide details below

7. Contact details at site / premises:

(a) Telephone *

(b) Fax

(c) Email *

(d) Website, if any

Please note that the floor area of the warehouse, mentioned in point number 8(a) in the screen below, should be specified in either square feet or square meters.

8. Description of site / premises:

(a) Floor area *

Enter Details

(b) Number of stories *

Enter Details

(c) Area or cubic capacity for storage *

Enter Details

(d) Type of construction of walls *

Enter Details

(e) Type of construction of the roof *

Enter Details

(f) Building built in which year *

Enter Details

(g) If building recently remodeled, when?

Enter Details

(h) Whether premises authorized for commercial use by local govt*

☐ Yes ☐ No

Upload copy of ground plan * ⓘ

 Or Drop Your Files

Note: The ground plan should inter alia –

1. identify and mark areas occupied by third parties

2. identify the location and size of all access to the shed/building to pedestrians and vehicles

3. identify the location and size of all other access to the shed/building including doors and windows

9. Security facilities of the premises, existing or proposed:

Burglar Alarm System:

(a) Whether the premise is protected by Burglar Alarm System? *

☐ Yes ☐ No

CCTV Facility:

(b) Is there a CCTV monitoring system installed to cover the surrounding area of the site and storage area? *

☐ Yes ☐ No

(c) Please indicate the no. of cameras installed *

Enter Details

(d) No. of hours/days of recording accessible at any point of time? *

Enter Details

Security Personnel:

(e) Details of arrangements for round the clock security provided for the warehouse? *

Enter Details

(f) Name & details of firm contracted for security services *

Enter Details

(g) No. of personnel to be deployed on each shift for round the clock security *

Enter Details

Fire Security:

(h) Please browse and upload a fire safety audit certificate issued by a qualified independent agency * ⓘ

 Or Drop Your Files

10. Goods:

(a) Estimated maximum value of duty involved on the goods proposed to be stored at any point of time (Rs in lakh up to 2 decimal places)

Enter Details

(b) Whether sensitive goods (as defined in circular 21/2016-Cus) are proposed to be stored (Yes/No)? Please provide details

Enter Details

(c) Have any special facilities for storage (such as, cold storage, storage of liquid bulk cargo, hazardous goods etc.) been built (Yes/No)? Please provide details

Enter Details

(d) If any permits required for storage of special cargoes under any law for the time being in force, please browse and upload relevant clearances obtained from competent authorities ⓘ

 Or Drop Your Files

11. Please attach a copy of Solvency Certificate, as applicable, issued by a schedule bank ⓘ

 Or Drop Your Files

Click on <Continue> button.

27 March 2024 | 10:53 AM Call Us 1800-3010-1000 Contact Us Help ENG 100


Home Guidelines Tutorials Covid-19

Instructions Part I (page 1) Part I (page 2) Part II (page 1) Part II (page 2) **Declaration**

DECLARATION

☐ 1. I am a citizen of India

Browse and upload copy of Passport or Voter ID Card ⓘ

 Attach Or Drop Your Files

OR

☐ 2. We are a registered or incorporated entity in India

☐ 3. I/We undertake to comply with such terms & conditions as may be specified by the Principal Commissioner of Customs or the Commissioner of Customs.

☐ 3.1 / We have not been declared insolvent or bankrupt by a court or tribunal.

☐ 4. I/We have not been convicted for an offence under any law.

☐ 5. I/We have neither been penalized or convicted nor are being prosecuted for an offense under the Customs Act, 1962 or Central Excise Act, 1944 or Finance Act, 1994

☐ 6. There is no bankruptcy or criminal proceeding against me/us.

7. Specify details of situation/reasons if any of the above (sr. no. 1 to 6) is not applicable

Enter Details

I/We hereby declare that the information given in this application form is true, correct and complete in every respect and that I am authorized to sign on behalf of the Licensee. I further undertake that if any particulars declared by me/us are proved to be false, the licence granted to me/us shall be liable to be cancelled and I/we shall be liable for action under Customs Act, 1962.

Date: 27-03-2024

Place: Enter Place

[Back](#) [Validate and Save](#) [Preview Your Application](#)

The user can validate and save the filled form by clicking on “**Validate and Save**” button. User can preview the filled application before submission using “**Preview Your Application**” button.

☐ 6. There is no bankruptcy or criminal proceeding against me/us.

7. Specify details of situation/reasons if any of the above (sr. no. 1 to 6) is not applicable

Enter Details

I/We hereby declare that the information given in this application form is true, correct and complete in every respect and that I am authorized to sign on behalf of the Licensee. I further undertake that if any particulars declared by me/us are proved to be false, the licence granted to me/us shall be liable to be cancelled and I/we shall be liable for action under Customs Act, 1962.

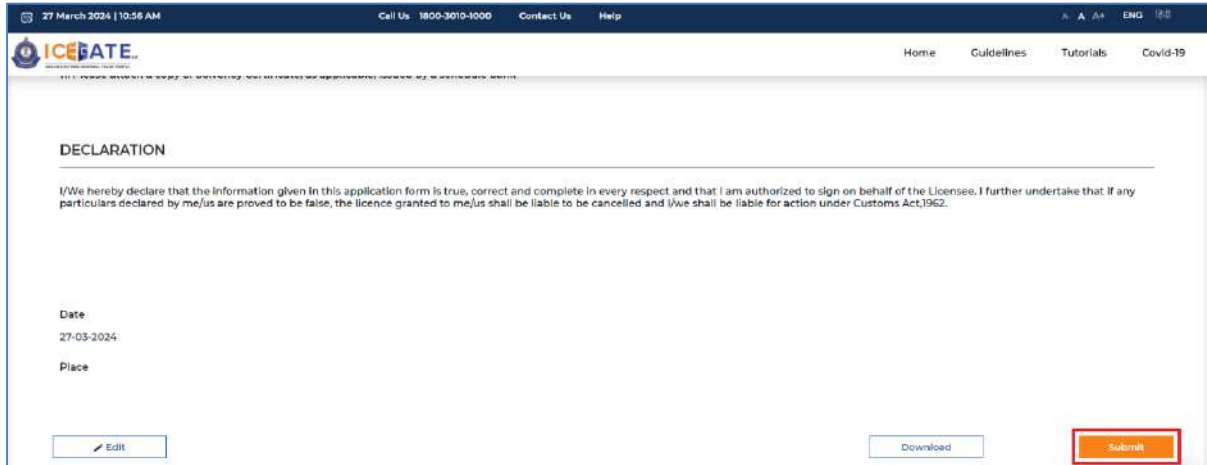
Date: 27-03-2024

Place: Enter Place

[Back](#) [Validate and Save](#) [Preview Your Application](#)

4.1.7.3 Form Submission

- (a) On completion of filling of the form, the user needs to click on the **<Submit>** button for submission of the form.

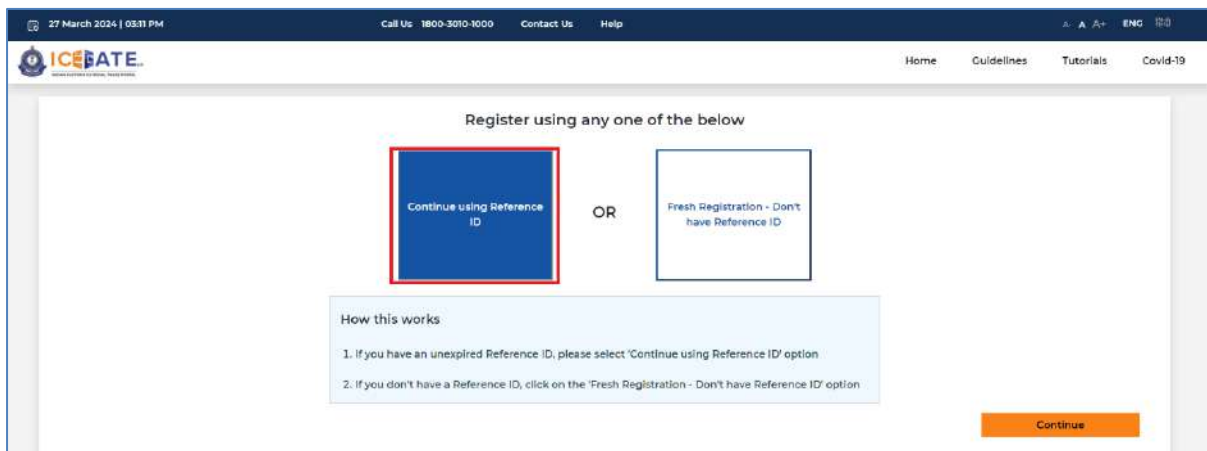


The screenshot shows the 'DECLARATION' section of the ICEGATE portal. It includes a declaration text: 'I/We hereby declare that the information given in this application form is true, correct and complete in every respect and that I am authorized to sign on behalf of the Licensee. I further undertake that if any particulars declared by me/us are proved to be false, the licence granted to me/us shall be liable to be cancelled and I/we shall be liable for action under Customs Act, 1962.' Below this, there are fields for 'Date' (27-03-2024) and 'Place'. At the bottom, there are three buttons: 'Edit', 'Download', and 'Submit' (highlighted with a red border).

- (b) After completing the role-based registration successfully, the application would be forwarded to the approving authority of ICEGATE.

4.2 Continue using Reference ID

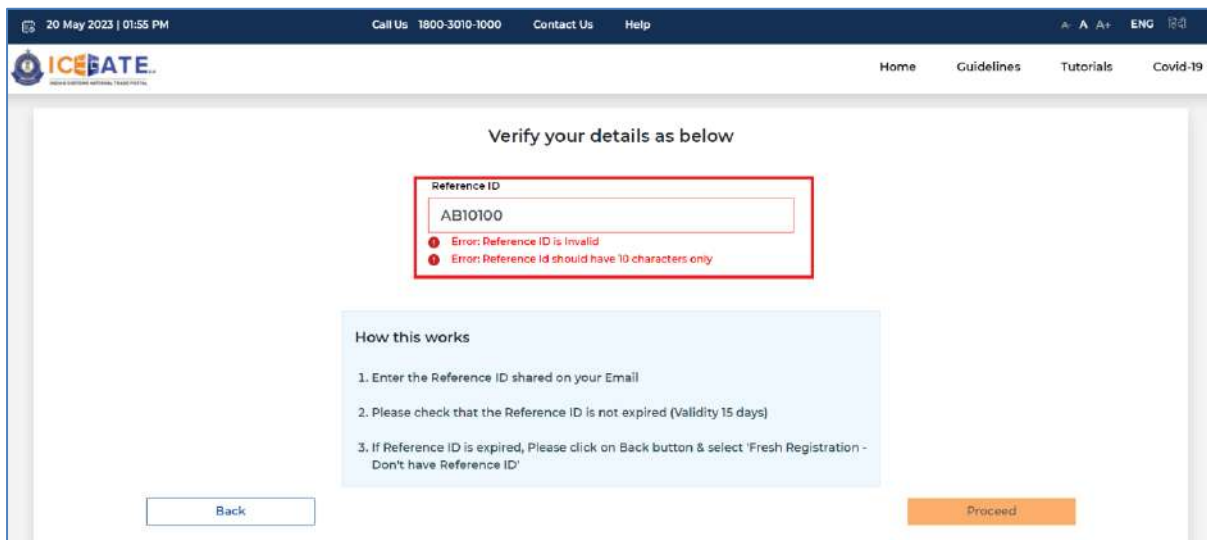
- (a) If the user has an unexpired Reference ID, he can select the '**Continue using Reference ID**' option and click on the **<Continue>** button for continuing the role selection or accessing the partially filled registration form as draft.



The screenshot shows the registration options on the ICEGATE portal. It says 'Register using any one of the below' and presents two choices: 'Continue using Reference ID' (highlighted with a red border) and 'Fresh Registration - Don't have Reference ID'. Below these options, a box titled 'How this works' provides instructions: '1. If you have an unexpired Reference ID, please select 'Continue using Reference ID' option' and '2. If you don't have a Reference ID, click on the 'Fresh Registration - Don't have Reference ID' option'. At the bottom right, there is a 'Continue' button.

4.2.1 Verification of Reference ID

- (a) On clicking the <Continue> button, the user needs to verify the Reference ID received on the registered email-id.
- (b) If the entered Reference ID has expired, the user needs to click on <Back> button and select the “**Fresh Registration– Don’t Have Reference ID**” option.
- (c) If the entered Reference ID is invalid, Error message will be displayed.



20 May 2023 | 01:55 PM Call Us 1800-3010-1000 Contact Us Help A- A+ ENG

Home Guidelines Tutorials Covid-19

Verify your details as below

Reference ID

AB10100

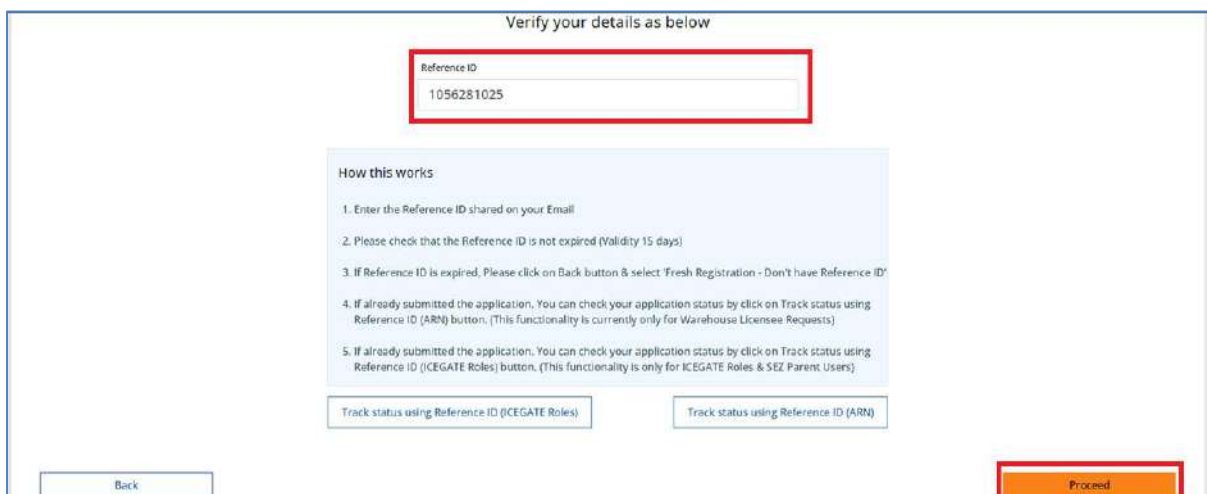
Error: Reference ID is Invalid
Error: Reference ID should have 10 characters only

How this works

1. Enter the Reference ID shared on your Email
2. Please check that the Reference ID is not expired (Validity 15 days)
3. If Reference ID is expired, Please click on Back button & select 'Fresh Registration - Don't have Reference ID'

Back Proceed

- (d) If the entered Reference ID is valid and unexpired, the user shall be able to click on the proceed button.



Verify your details as below

Reference ID

1056281025

How this works

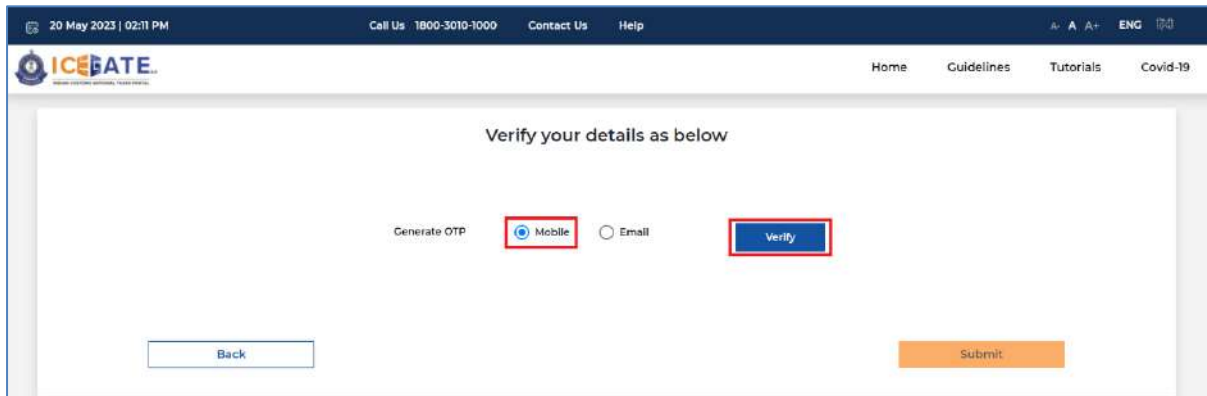
1. Enter the Reference ID shared on your Email
2. Please check that the Reference ID is not expired (Validity 15 days)
3. If Reference ID is expired, Please click on Back button & select 'Fresh Registration - Don't have Reference ID'
4. If already submitted the application, You can check your application status by click on Track status using Reference ID (ARN) button. (This functionality is currently only for Warehouse Licensee Requests)
5. If already submitted the application, You can check your application status by click on Track status using Reference ID (ICEGATE Roles) button. (This functionality is only for ICEGATE Roles & SEZ Parent Users)

Track status using Reference ID (ICEGATE Roles) Track status using Reference ID (ARN)

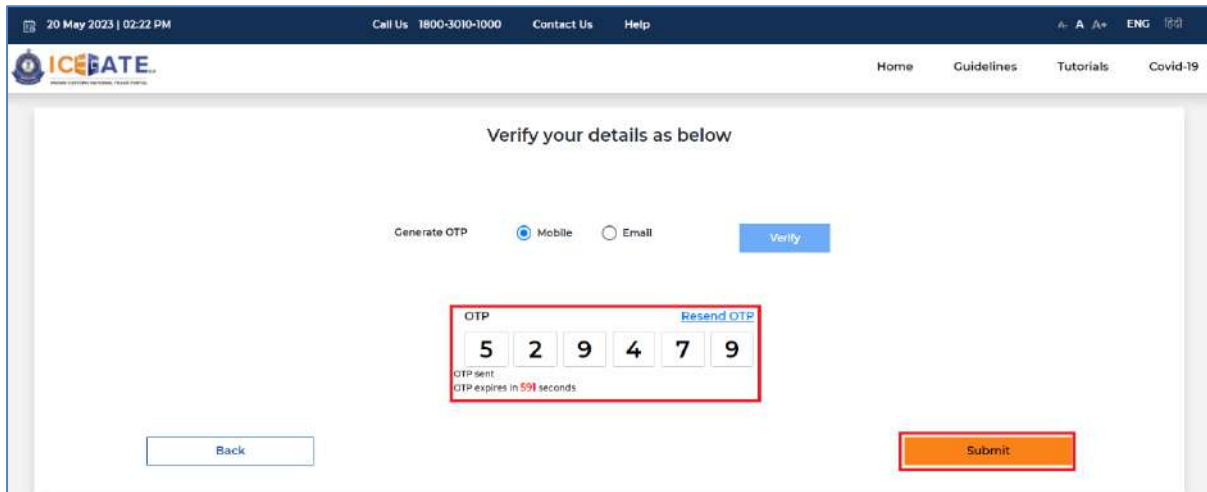
Back Proceed

4.2.2 Verification of Details using Mobile Number

- (a) On clicking the **<Proceed>** button, the user must verify the registered mobile number.
- (b) Select the **'Mobile'** radio button and click on the **<Verify>** button. A six-digit OTP will be generated and sent to the user's mobile number.
- (c) If the entered OTP is invalid, an error message would be displayed.
- (d) If the OTP is not received, click on **<Resend OTP>** option.



The screenshot shows the ICEGATE portal interface. At the top, there is a header with the date and time (20 May 2023 | 02:11 PM), contact information (Call Us 1800-3010-1000, Contact Us, Help), and language options (ENG). Below the header, there is a navigation bar with links to Home, Guidelines, Tutorials, and Covid-19. The main content area is titled "Verify your details as below". It contains a "Generate OTP" section with two radio buttons: "Mobile" (selected) and "Email". A blue "Verify" button is highlighted with a red box. At the bottom, there are "Back" and "Submit" buttons.



The screenshot shows the ICEGATE portal interface after the OTP has been generated. The "Verify" button is now disabled. A red box highlights the OTP field, which displays the digits "5 2 9 4 7 9". Above the digits is a "Resend OTP" link. Below the digits, it says "OTP sent" and "OTP expires in 591 seconds". The "Back" and "Submit" buttons are still visible at the bottom.

- (e) On clicking the **<Submit>** button, the system will display the registration form to be filled by the user.

20 May 2023 | 02:26 PM

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Role-Based Registration

Details of Organisation

Details of Authorized Parent User

Customs Broker Code (CHA Code)*

Enter Number

Entity Name*

VABROS ENGINEERING LIMITED

CSTIN*

34AAACV243032ZNL8AAACV343032Z097AAACV243032Z098AAACV243032Z179AAACV243032Z179AAACV243032Z098AAACV243032Z098AAACV243032Z0

Mobile Number*

+919830008802

Entity Type*

Select

PAN of the Entity*

AAACV24303

Customs Location

Select Location

Email*

vg.gat@vabrosgroup.com

Attach a self-attested Copy Of CHA License*

Upload

Or Drop Your Files

Save as draft

Next

This is for registering your organisation on ICEBATE and creating a Parent user. The Parent user login will have Master User rights for your organisation and will be able to create multiple child user logins which can be used to transact on your behalf. Child users will have limited access and rights as compared to the Parent user

4.2.3 Verification of Details using Email-ID

- (a) On clicking the **<Continue>** button as enumerated in 7.3.1, the user must verify the registered email ID.


20 May 2023 | 02:20 PM

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INDIAN COUNCIL OF SATELLITE TECHNOLOGIES

Home

Guidelines

Tutorials

Covid-19

Verify your details as below

Generate OTP

☐ Mobile

☒ Email

Verify

Back

Submit

20 May 2023 | 02:21 PM

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Help

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INSTITUTE FOR CERTIFIED FINANCIAL ANALYST TRAINING

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Verify your details as below

Generate OTP

☐ Mobile

☒ Email

Verify

OTP

Resend OTP

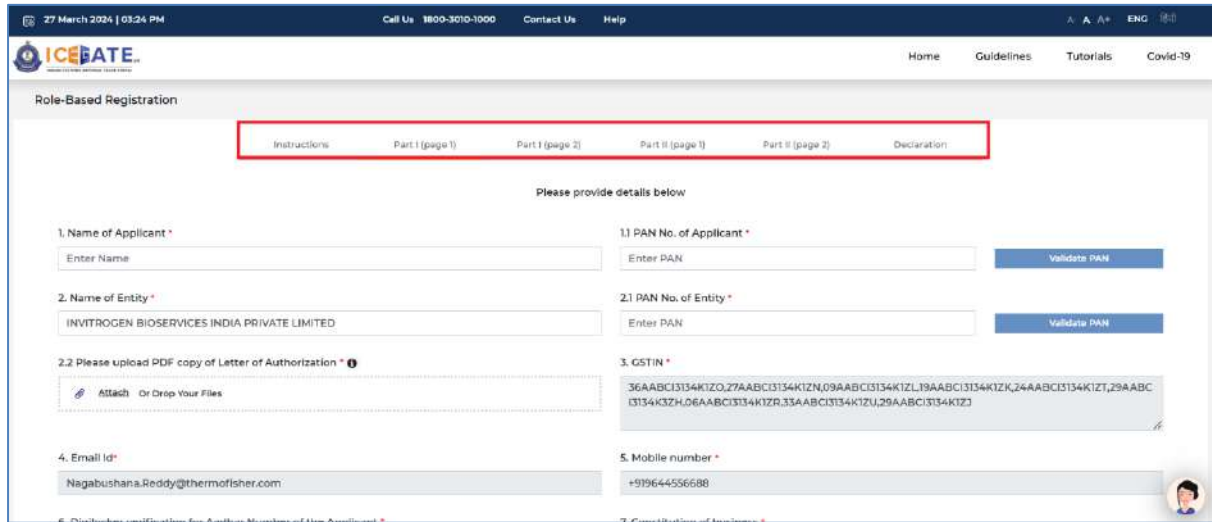
129601

OTP expires in 575 seconds

Back

Submit

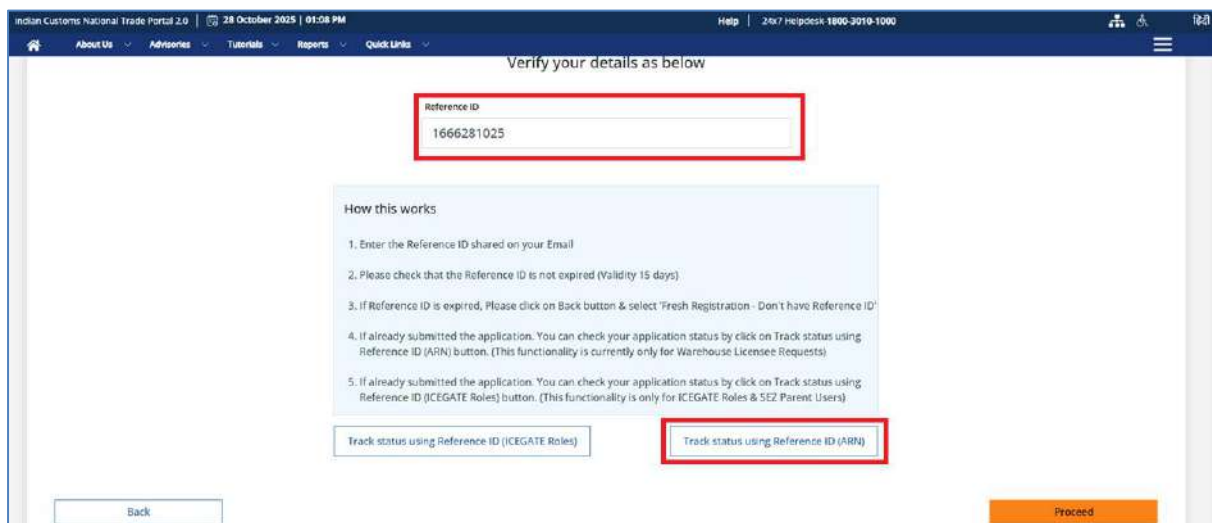
- (b) On clicking the **<Submit>** button, the system will display the registration form to be filled by the user.



- (c) Kindly refer to the [Section 4.1.6.2](#) to view the application form.

5. Track Query Status and Reply

- (a) If the admin officer wishes to raise query, they can raise their query. In this case, user shall be notified of the query on email as well as their dashboard. User can respond to query via dashboard.
- (b) The user can check the status of their request by providing reference ID and click on **“Track Status using Reference ID”** button.



- (c) When clicking the above button, the user will be redirected to a new page where he can track the status of the submitted request by clicking on the “**Click here**” link.



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Please check your application status below

Reference ID	Status
7041220504	Query raised by jurisdictional officer Click here to view and respond to query

Back

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- (d) On clicking the link above, the user will be redirected to a new page from where the user can view and respond to the query raised by the admin officer.



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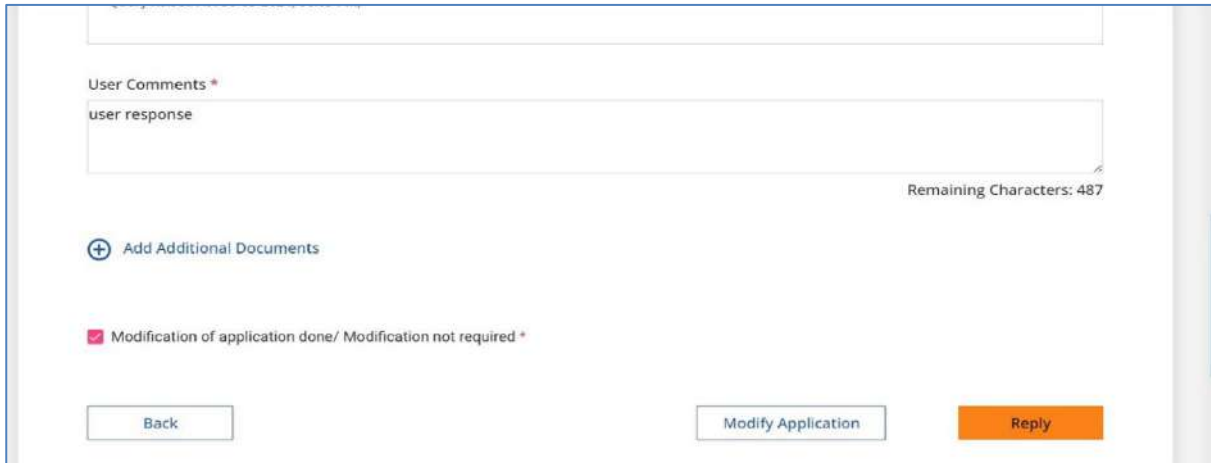
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Please provide below details


Query description

- Query Raised By Admin Officer : test drive
- Query Raised At : 24-05-2024, 12:17 PM,
- Query Raised By Admin Officer : Comment
- Query Raised At : 24-05-2024, 01:29 PM,
- Query Raised By Admin Officer : change mail no
- Query Raised At : 24-05-2024, 03:31 PM,

(e) The user can respond to the query raised by the admin officer in the following ways:



- i. Click on the **“Reply”** button for Clarification/explanation on the query raised in text field.
 - ii. Click on the **“Modify Application”** button for correction in the information provided in any of the fields of the application form. In this case the user will be required to resubmit the application form.
 - iii. Click on **“Add Supporting Documents”** link for uploading of additional documents as may be required by the officer.
- (f) In all the above three ways, the user will be required to provide a comment in the **“User Comment”** box. It is also mandatory to check on the statement **‘Modification of application done/Modification not required’**.



- (g) On clicking the <Reply> button, the system will display a message – **“Successfully Replied to the Query”** and upon replying to the query, the status of the application will be changed to **‘Query Replied by the User’**.



- (h) Once the user replies to the query, the request will be forwarded to the admin officers. Subsequently, as per the satisfaction of the Officer, he can approve or reject the user response.

6. Digi Locker Validation in the Warehouse Licensing Module.

it's all related to user awareness and how to register on Digi locker.

Kindly follow the steps below for Digi Locker registration:

Step 1: Go to the official website of Digi Locker.

Step 2: Click **<Sign Up>** on the top right of the page.

Step 3: Enter full name, mobile number, DOB (date of birth as per one's Aadhaar card), email ID, and 12-digit unique Aadhaar number in the given box.

Step 4: Press **<Submit>** button to proceed.

Step 5: An OTP (One Time Password) will be generated for the mobile number.

Make sure to provide the mobile number linked with your Aadhaar number. If the Aadhaar number is not linked with the mobile number, contact the nearest Aadhaar issuing agency to update the mobile number with the Aadhaar card.

Step 6: Enter the OTP and tap **<Submit>** to proceed further.

Once the OTP is verified, a tab will open to set a username and password for users.

7. Contact Us

The contact details are as follows:

Pr. ADG, ICEGATE

Director General of Systems & Data Management, CBIC

1st Floor, CR Building, IP Estate,

New Delhi – 110 109

Toll Free No: 1800-3010-1000

The user can also drop their queries at:

Email: icegatehelpdesk@icegate.gov.in

